



Department for Children and Families  
Office of Child Support  
103 South Main Street  
Waterbury, VT 05671-1901

Agency of Human Services

[website] [www.ocs.state.vt.us](http://www.ocs.state.vt.us)

January 30, 2007

8305

**Promotion Code: xxxxxxxxxxxx**

Recipient Name  
Recipient Address  
Recipient Address

Re: Information about your name, Social Security Number, and your New England Federal Credit Union (NEFCU) account

We are writing to let you know that a State of Vermont computer containing information about you was compromised. While we cannot confirm that anyone has obtained your personal information, after conducting both an internal and external forensic analysis, **we have no reason to believe that the information on the compromised computer was actually taken.** We are advising you regarding the security breach so that you can take reasonable steps to safeguard your information to minimize any harm that may occur if your information has been wrongfully obtained.

The computer was compromised by an automated attack from unknown sources and was not targeted by an individual hacker. The computer was immediately removed from service. The computer housed information related to the Agency of Human Services' (AHS) Office of Child Support (OCS) bank match application, including names, social security numbers, and bank or credit union account information for persons who were behind on child support payments.

Your account information was part of a larger encrypted data file sent to AHS by NEFCU. On two occasions, one in July of 2004 and another in October of 2005, NEFCU chose an option of communicating encrypted data files to the state, by following an approved method outlined in federal guidelines, but not the one used in Vermont. This resulted in the transmission of a larger than required file of account information. The State processed this transmission and extracted the information required for OCS enforcement. This larger file of account information was retained on a State computer through the time of the compromise. Federal and state law authorizes the examination of accounts in child support collection efforts and federal law requires banks and credit unions to cooperate in this activity.

As noted above, based on AHS and outside expert forensic examinations, there was no evidence to indicate that unauthorized users obtained any personally identifiable or financial information. As a precaution, we are providing suggestions regarding how to best protect yourself against any possible harm that might come from the misuse of any personal information. Be assured that we have contacted state and federal law enforcement and have taken action to prevent such an event from occurring in the future. AHS has notified the banks and credit unions that had information on this computer. These banks and credit unions are committed to working with you to minimize any unauthorized use of your personal information. You may also want to contact your institution:

New England Federal Credit Union 800 824-4473 or 802 764-6510.

As a precaution, we have listed below some suggestions of how you can best protect yourself in this situation. It is important that you review your account statements over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union. We recommend that you monitor credit reports with the major credit reporting agencies. Those agencies and their contact information follow:

Equifax  
1-800-685-1111  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
P.O. Box 2104  
Allen, TX 75013  
<http://qspace.iplace.com>

TransUnion  
1-800-916-8800  
P.O. Box 1000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

More information about credit monitoring is enclosed. If you choose to use the free credit monitoring service described in the enclosed instructions, please use the promotion code at the top of this letter as explained on the enclosed instructions.

Pursuant to Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months. You may wish to place a fraud alert on your credit reports and you may request, via certified letter to the credit reporting agencies, that a "security freeze" be placed on your credit report. A security freeze would prevent release of information about your report without your express authorization. That would give rise to some minor inconvenience and perhaps delay should you wish to obtain credit, but would provide extra protection against someone obtaining credit in your name without your knowledge. Please know there are costs associated with imposing and lifting a "security freeze." Helpful information about fighting identity theft is available on the Vermont Attorney General's website at <http://www.atg.state.vt.us>, where you may also find directions on how to get free credit reports. Another helpful source is the Federal Trade Commission website, which you may find at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

The State has also set up a toll-free phone line, 1 888 832-1488, to call for further information and assistance.

Again, I apologize for any inconvenience this situation has caused you and reiterate our commitment to preventing such an event from occurring in the future.

Sincerely,

*Cynthia D. LaWare*

Cynthia D. LaWare  
Secretary, Agency of Human Services